

Community Development Customer Survey Response Summary (2006)

Date of Visit	Promptness of initial greeting	Time spent waiting for service	Courtesy/personal attention	Knowledge level of employees	Efficiency of service provided	Usability of information	Overall service
1/5/2006							2
2/2/2006	4	4	4	4	4	4	4
2/23/2006							
3/27/2006	4	4		4	4	4	4
3/31/2006	4	4	4	4	4	4	4
3/31/2006	4	4	4	4	4	4	4
4/3/2006	3	2.5	4	3	4	3	4
# Responses	5	5	4	5	5	5	6
Average Rating YTD	3.80	3.70	4.00	3.80	4.00	3.80	3.67
Grades YTD	A-	B+	A	A-	A	A-	B+
4th Quarter Responses							
4th Quarter Grades							
3rd Quarter Responses							
3rd Quarter Grades							
2nd Quarter Responses							
2nd Quarter Grades							
1st Quarter Responses	2	2	1	2	2	2	3
1st Quarter Grades	A	A	A	A	A	A	B

Fully complete system is a waste of customer time. If they are not allowed to help a customer then they should not call them up. Take the "fully Complete" person and let them actually assist a customer rather than assist your own needs for quick time turn around.

Your staff is very helpful in explaining everything and getting information if they don't know exact answer. Thank you Cheryl. You are great.

Fabulous, Courteous, Efficient. Thank you.

Pam was excellent in the submittal of my 3 plans. Overall excellent services! Time sometimes can be improved a little, speaking from past visits.

Very, very satisfied! With all the new employees it appears everyone is working together to pass on pertinent info.

Allow for other options to submit permit apps, like for a sign - either by fax or email or online.

A=4.0, A=-3.75, B+=3.50, B=3.25, B=-3.00
C+=2.75, C=2.50, C=-2.25
D+=2.0, D=1.75, D=-1.5
F=1.0

1=Very Dissatisfied, 2=Dissatisfied 3=Satisfied 4=Very Satisfied

Overall Service 1=Poor 2=Fair 3=Good 4=Excellent

Community Development Customer Survey Response Summary (2005)

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1=Very Dissatisfied, 2=Dissatisfied 3=Satisfied 4=Very Satisfied

Overall Service 1=Poor 2=Fair 3=Good 4=Excellent

A=4.0, A-=3.75, B+=3.50, B=3.25, B-=3.00
C+=2.75, C=2.50, C-=2.25
D+=2.0, D=1.75, D-=1.5
F=1.0

Community Development Customer Survey Response Summary (2005)

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Community Development Customer Survey Response Summary (2005)

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